USER GUIDE

Cisco Small Business

Cisco Unified Communications Manager Express for the Cisco Small Business IP Phone SPA 525G/ SPA 525G2 (SPCP)

Power Adapter Statement

This product is intended to be supplied by a Listed Direct Plug-In Power Unit marked “Class 2" or Listed Adapter marked “L.P.S.” (or “Limited Power Source”) and rated from +5Vdc, 2A minimum.

FCC and IC Statement

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

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IMPORTANT NOTE

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada Statement

This device complies with RSS-210 of the Industry Canada Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

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1

Getting Started

This chapter provides an overview of your SP A525G/525G2 IP phone. contains the following sections:

- **Overview of the Cisco SPA 525G/525G2 IP Phone, page 6**
- **Understanding Your Phone's Lines and Buttons, page 8**
- **Using the Keypad and Buttons with Menus, page 13**
- **Entering Numbers and Text in Fields, page 14**
- **Using Phone Hardware and Accessories, page 15**

NOTE The Cisco SPA 525G/525G2 features vary, depending on the type of call control system that you are using. **This document describes using the Cisco SPA 525G/525G2 with a SCCP phone system, such as the Cisco Unified Communications 500 Series.** If you are using the Cisco SPA 525G/525G2 phone with the Cisco SPA9000 Voice System or a BroadSoft or Asterisk system, see the *Cisco Small Business IP Phone SPA 525G/SPA 525G2 User Guide (SIP)*.

This document covers the Cisco Small Business IP Phones when used as part of a system such as the Cisco Smart Business Communications System (SBCS). In this system, the phone network is managed by equipment such as the Cisco Unified Communications 500 Series. The Cisco Unified Communications 500 Series uses a protocol called Smart Phone Control Protocol (SPCP) to manage voice, data, and video traffic.

Setup of the phone network, including advanced configuration of the phones, is performed using Cisco Configuration Assistant (CCA) software. This software is available on Cisco.com. Documents for using CCA are listed in **Appendix A, "Where to Go From Here."**

Overview of the Cisco SPA 525G/525G2 IP Phone

The Cisco SPA 525G/525G2 IP Phone is a full-featured VoIP (Voice over Internet Protocol) phone that provide voice communication over an IP network. It provides traditional features, such as call forwarding, redialing, speed dialing, transferring calls, conference calling and accessing voice mail. Calls can be made or received with a handset, headset or speaker.

The Cisco SPA 525G/525G2 phone is connected to the network through its Ethernet connection or the built-in Wireless-G connection. If you are using the Wireless-G connection, a separate power adapter (PA-100) is required. The Cisco SPA 525G provides an additional Ethernet port that allows a computer to be connected to the network through the IP phone. (This option is only available when phone is connected to the network via the wired Ethernet connection).

Unlike traditional phones, the Cisco SPA 525G requires a separate power source. Either connect your phone to an Ethernet switch that provides Power over Ethernet (PoE), or use a separate power adapter (PA-100).

The Cisco SPA 525G has a 320 x 240 color, 3.2" inch LCD screen and provides up to five telephone extensions. It provides the following hardware features:

- 2 Ethernet 10/100 Mbps ports
- 802.3af Power over Ethernet support

- USB 2.0 host port for connecting a USB memory device to play MP3 music files
- AUX port (to attach a Cisco SPA 500S attendant console)
- Bluetooth capability for headset support
- Bluetooth capability for mobile phone pairing (Cisco SPA 525G2 model)
- 2.5mm stereo earphone jack for headset
- Wireless-G client support
- Kensington security slot support

Caring for Your Phone

The Cisco Small Business IP phones are electronic devices that should not be exposed to excessive heat, sun, cold or water. To clean the equipment, use a slightly moistened paper or cloth towel. Do not spray or pour cleaning solution directly onto the hardware unit.

Understanding Your Phone's Lines and Buttons

Use the following graphic and table to identify the parts of your phone.

Phone Components

Figure 1 Cisco SPA 525G Phone Components

Table 1 IP Phone Components

#	Phone Feature	Description
1	Handset	Pick up to answer or place calls.
2	Speaker	Speaker for phone.
3	Message Waiting Indicator	When lit: ▪ **Red**—You have a new voice mail message. ▪ **Flashing Red**—You have an incoming call.

Table 1 IP Phone Components

#	Phone Feature	Description
4	LCD Screen	Your phone may vary, but typically displays: ▪ Date and time ▪ Phone station name ▪ Line extensions ▪ Softkey options ▪ Startup logo, screen saver, background photo, and photo album
5	Line keys	Indicates phone line status. Your phone may vary, but typically, when lit: ▪ **Green (steady)**: Line is in use. ▪ **Green (blinking)**: There is an incoming call. ▪ **Red (blinking)**: Line is on hold. ▪ **Orange**: Line is unregistered (cannot be used). ▪ **Flashing Orange**: The phone is not connected to the network.
6	Softkey buttons	Press a softkey button to perform the action on the label on the LCD screen above.
7	Navigation button	Press in each direction to scroll through items on the LCD screen.
8	Center Select button	Press this button to select the option or menu that is highlighted on the screen.
9	Messages button	Press to access voice mail (must be set up by your phone administrator).
10	Hold button	Press to place a call on hold.
11	Setup button	Press to access the phone's configuration menu to configure features and preferences (such as your directory and speed dials), access your call history, and set up functions (such as call forwarding).
12	Mute button	Press to mute or unmute the phone. When the phone is muted, the button glows red. A flashing red mute button indicates that the phone has no network connectivity.

Table 1 IP Phone Components

#	Phone Feature	Description
13	Volume button	Press + to increase the volume and press - to lower the volume of the handset, headset, speaker (when the handset is off hook), or ringer (when the handset is on hook).
14	Speaker button	Press to turn the speaker on or off. When the speaker is on, the button glows green.
15	Headset button	Press to turn the headset on or off. When the headset is on, the button glows green.
16	Keypad	Press keys to dial phone numbers, enter letters, and choose menu items.

Softkey Buttons

The four softkey buttons have different functions depending on the phone screen or menu that is shown. The following table shows the softkey buttons that are available (in alphabetical order).

NOTE The availability of buttons depends on your phone system setup. Some buttons may not be available on your phone.

Table 2 Cisco SPA 525G/525G2 Softkey Buttons

Button	Function
Add	Adds a new item (for example, a new directory entry).
AddList	Creates a list (for example, of MP3 files to play).
Back	Returns you to the previous screen.
BXfer	Performs a blind call transfer.
Call Rtn	Returns the last missed call by dialing the number that called you. See **"Viewing and Returning Missed Calls," on page 41**.
Callback	Press to receive an audio and visual notification on your phone when a busy or unavailable party becomes available.
cbarge	Allows callers to join a shared-line call.
CFwdAll	Forwards all calls to a specified number. When forwarding is active, press this button to cancel forwarding.

Table 2 Cisco SPA 525G/525G2 Softkey Buttons

Button	Function
Clear	Deletes an entire text/number field.
Clr DND	Clears Do Not Disturb.
Confrn	Initiates a conference call. See "Placing a Three-Way Conference Call," on page 44.
Connect	Connects to the selected item (for example, to the wireless network or Bluetooth device).
Copy	Copies the selected item (for example, a contact in the Address Book).
delChar	Deletes the last number or letter.
Delete	Deletes an entire item (for example, a number from the Call History list).
Dial	Dials the string of numbers that you have entered, or the number that you have highlighted in a list such as the Missed Calls screen.
Directory	Access your personal address book. See "Using Your Personal Address Book," on page 45.
DnD	Do Not Disturb; prevents incoming calls from ringing your phone. See "Setting Do Not Disturb," on page 42.
Edit	Opens an item so that you can edit numbers or letters, or enable or disable a feature.
EditDial	Edits a number before dialing.
EndCall	Disconnects a call.
Exit	Closes the current menu
Flash	Provides hookflash functionality for three-way calling and call waiting services provided by the PSTN or Centrex service.
Forward	Forwards calls coming to your phone. See "Forwarding Calls," on page 42.
GPickup	Allows you to pick up (answer) a call at that is ringing at another extension in your group. See "Picking Up a Call," on page 44.
Handset	Switches audio from the Cisco SPA 525G2 to your Bluetooth-enabled mobile phone. See Using the Cisco SPA 525G2 With Your Bluetooth-Enabled Mobile Phone, page 65.

Table 2 Cisco SPA 525G/525G2 Softkey Buttons

Button	Function
Handsfree	Switches audio from your Bluetooth-enabled mobile phone to the Cisco SPA 525G2. See Using the Cisco SPA 525G2 With Your Bluetooth-Enabled Mobile Phone, page 51.
Hold	Places a call on hold.
List	In some menus, shows a list of configured items (for example, a list of locations for weather or news).
LiveRcd	Record a phone conversation.
More	View additional softkeys.
NewCall	Opens new line on speakerphone to place call.
Next	Moves to the next item in a list (for example, a song in the MP3 Playlist).
OK	Confirms a selection.
Option	Displays a sub-menu of tasks for the current screen.
Paste	Pastes the item you copied into a list or field.
PickUp	Allows you to pick up (answer) a call that is ringing at another extension. See "Picking Up a Call," on page 44.
Play	Plays a selected item such as a song or a ringtone.
Previous	Moves to a previous item in a list (for example, a song in the MP3 Playlist).
Redial	Redials the last number that was called. Brings up the list of recently dialed numbers.
Refresh	Refreshes the screen. Useful after changing a configuration or when you want to update information.
Remove	Removes conference participant.
RmLstC	Removes Last Participant from the Conference Call
Resume	Resumes a call that is on hold.
Save	Saves your changes.
Scan	Scans for wireless networks or Bluetooth devices.
Select	Selects the highlighted item on the LCD screen.

Table 2 Cisco SPA 525G/525G2 Softkey Buttons

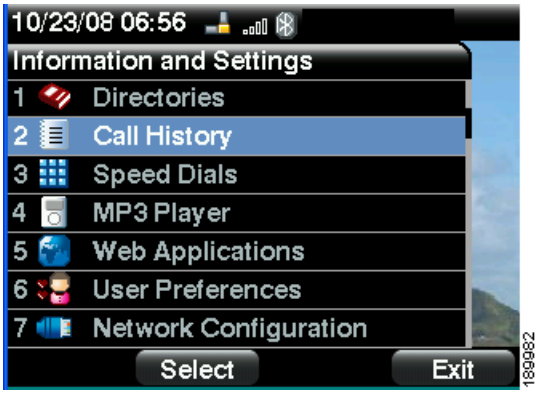
Button	Function
Trnsfer	Performs a call transfer. See **"Transferring Calls," on page 39**.
TrnsfVM	Transfers a call to voice mail.
View	Displays more information about a selected item.

Using the Keypad and Buttons with Menus

You press a softkey button or other buttons to enter menus on the LCD screen.

Using Keypad Shortcuts

Use the keypad to enter the number of the menu or sub-menu item. For example, to open a menu that is labeled with number 2, press 2.



NOTE Menus and options can change depending on the software release.

Using the Navigation Button

Use the navigation button to scroll up or down through the menu items, and then press the **Select** softkey button or the center **Select** button to choose the highlighted item.

Entering Numbers and Text in Fields

Some fields on the IP phones require you to enter numbers and text using the keypad and/or softkey buttons. In general, the following guidelines apply:

- Use the keypad to enter numbers and characters, pressing the key multiple times to select the correct number or letter.
- Press the number key multiple times to move to a different letter under that number. (For example, to enter "Mary," you would press **6** five times rapidly and then pause (for M); press **2** and then pause (for A), press **7** three times rapidly (for r), then press **9** three times rapidly (for y).

Available characters are shown in the following table:

Key	Character Set
1	1 / : \ , ! ; $ ^ |
2	abc2ABC
3	def3DEF
4	ghi4GHI
5	jkl5JKL
6	mno6MNO
7	pqrs7PQRS
8	tuv8TUV
9	wxyz9WXYZ
0	Space 0 ~ ? > ' < "
*	. @ * & % [ ] _
#/P	# + - = ( ) { }

Use the **delChar** softkey button to backspace and delete the last character.

Use the **Option** > **Clear** softkey button to remove the entire entry.

Using Phone Hardware and Accessories

Using the Speakerphone

The SPA IP Phones provide a speakerphone. To use the speakerphone, press the **Speaker** button (the handset can be either on or off hook).

Using Wired and Wireless Headsets

The SPA IP Phones support headsets from different manufacturers. For the latest supported models, contact your reseller. Additional information can be found at the manufacturer's websites:

http://www.plantronics.com

http://www.jabra.com

Connecting the Headset

Each brand and type of headset may require different steps for connection. Consult the documentation for your particular headset for more information. In general, to connect a headset:

- For Bluetooth headsets: See the **"Connecting Bluetooth Headsets" section on page 16**.
- For wireless, non-Bluetooth headsets (such as Plantronics or Jabra): Follow the instructions for your product to connect the phone to the wireless headset base.
- For wired headsets: Connect the 2.5mm connector from the headset into the headset port on the right side of the IP phone, as shown in the following illustration:

Connecting Bluetooth Headsets

Your phone is Bluetooth compatible and works with Bluetooth devices such as headsets.

To configure the phone to work with your headset, first enable Bluetooth:

STEP 1 Press the **Setup** button.

STEP 2 Select **User Preferences**.

STEP 3 Select **Bluetooth Configuration**.

STEP 4 With **Bluetooth** selected, press the **Right Arrow** key to turn Bluetooth *On*.

STEP 5 Press **Save**.

After enabling Bluetooth, create a profile for your headset:

STEP 1 In the Bluetooth Configuration screen, scroll to **Bluetooth Profiles**. Press the **Right Arrow** key to enter the profile screen.

STEP 2 Press **Scan** to scan for your headset.

STEP 3 In the list of found devices, select your headset and press the **Select** button to edit the profile.

STEP 4 Scroll to **PIN** and enter the PIN for your Bluetooth headset.

STEP 5 Scroll to **Connect Automatically** and press the **Right Arrow** key to turn to *On*.

STEP 6 Press **Connect**. The profile screen displays and a check mark appears next to the headset if the connection was successful.

After enabling Bluetooth, create a profile for your headset:

STEP 1 Enable Bluetooth as described above.

STEP 2 Press the **Setup** button.

STEP 3 Scroll to **User Preferences** and press **Select**.

STEP 4 Scroll to **Bluetooth Configuration** and press **Select**.

STEP 5 Scroll to **Bluetooth Mode** and press the **Right Arrow** key to choose one of the following:

- **Phone**—Your Cisco SPA 525G2 will pair with a Bluetooth headset only. Choose this option if you will not use the Cisco SPA 525G2 with a Bluetooth-enabled mobile phone.

- **Both**—Your Cisco SPA 525G2 will use a Bluetooth headset, or operate with your Bluetooth-enabled mobile phone. (See **"Using the Cisco SPA 525G2 With Your Bluetooth-Enabled Mobile Phone" on page 65** for more information on using the Cisco SPA 525G2 with your mobile phone.)

  NOTE Your Cisco SPA 525G2 will connect to only one device at a time (either the Bluetooth headset or the Bluetooth-enabled mobile phone.)

  If multiple Bluetooth devices are in range of the Cisco SPA 525G2, the order of devices in the **Bluetooth Configuration** > **Bluetooth Profiles** list is used, and the device with a higher priority is activated first.

STEP 6 Scroll to **Bluetooth Profiles** and press the **Right Arrow** key to enter the profile screen.

STEP 7 Press **Scan** to scan for your headset.

NOTE Depending on the network environment (for example, the number of Bluetooth devices and noise level), your Bluetooth headset may not appear on the found devices list. Ensure the headset is powered on and has Bluetooth activated, and retry the scan.

STEP 8 In the list of found devices, select your headset and press the **Select** button to edit the profile.

STEP 9 Scroll to **PIN** and enter the PIN for your Bluetooth headset.

STEP 10 Scroll to **Connect Automatically** and press the **Right Arrow** key to turn to **On**.

STEP 11 Press **Connect**. The profile screen displays and a check mark appears next to the headset if the connection was successful.

Using a Headset with Your IP Phone

NOTE Steps to use your headset with the SPA IP Phone may vary. Consult the user documentation for your headset for more information.

- To use a wired headset, press the **Headset** button on your phone and dial the number to place a call, or press the headset button to answer a ringing call.
- To use a non-Bluetooth wireless headset (such as Jabra or Plantronics), lift the receiver off hook before speaking or listening through the headset.
- To use a Bluetooth headset, make sure your headset is powered on. Press the **Headset** button on your phone (or, if supported, press the **Answer**

button on your Bluetooth headset twice) and dial the number to place a call. Press the **Answer** button on your Bluetooth headset to answer a ringing call. See the user documentation for your Bluetooth headset for more information.

Switching Between the Handset, Headset, and Speakerphone During a Call

Any of these audio devices can be used during a call. Only one device can be used at a time. The handset can be on the hook when using the speakerphone or headset function.

To switch from the handset to the speakerphone, press the **Speakerphone** button and place the handset back on the hook.

To switch from the speakerphone to a headset, press the **Headset** button.

To switch from the speakerphone to the handset, pick up the handset.

To switch from the headset to the speakerphone, press the **Speakerphone** button.

2

Installing Your Phone

This chapter describes how to install and connect your Cisco SPA 525G/525G2 IP Phone. It contains the following sections:

- Before You Begin, page 20
- Connecting the Handset, page 21
- (Optional) Attaching the Desk Stand, page 23
- (Optional) Mounting the Phone to the Wall, page 24
- Connecting Your Phone's Power, page 26
- Connecting Your Phone to the Computer Network, page 27
- Verifying Phone Startup, page 35

Before You Begin

Before you install and connect your phone, verify with your System Administrator (if applicable) that the network is ready for the phone, read the safety notices, and make sure you have all the phone parts and documentation available.

NOTE The RJ-11 port marked "AUX" is reserved for connection the Cisco SPA 500S Attendant Console that works with the Cisco SPA 525G/525G2. It is not for use as a telephone line port.

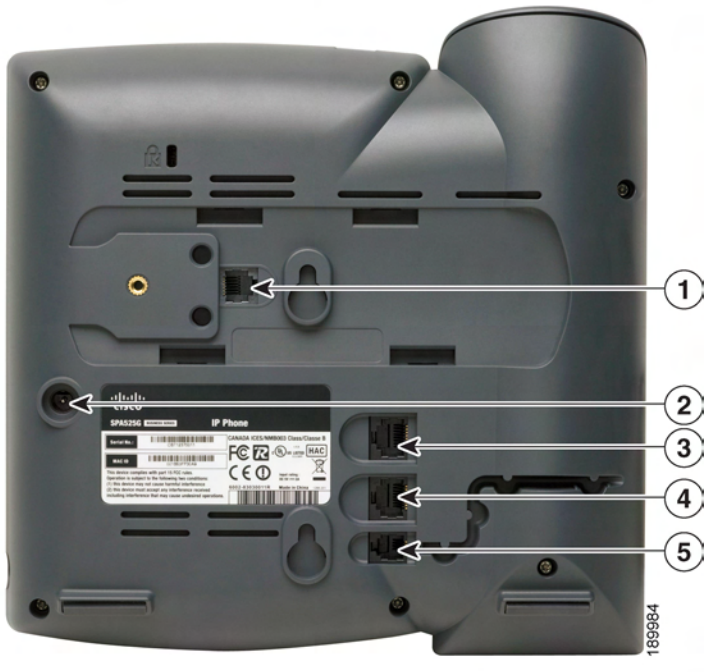
CAUTION Do not plug a telephone line cord into the port marked "AUX."

Connecting the Handset

STEP 1 Find the longer end of the coiled phone cord. Insert it into the back of the phone base in the slot marked with a phone symbol. This port is labeled #6 on the **Cisco SPA 525G/525G2 IP Phone Connections** graphic.

STEP 2 Insert the short end of the handset cord into the jack at the bottom of the handset (not shown).

Figure 2 Cisco SPA 525G/525G2 IP Phone Connections



Number	Component
1	Auxiliary port. Only for use with the SPA932 attendant console.
2	Power port. Insert the power adapter plug into this port.
3	Additional Ethernet port. Connect an Ethernet cable to this port to provide network connectivity to a PC. (This port cannot be used when the phone is connected to the network via the built-in Wireless-G client.)
4	Ethernet port. Connect the network cable to this port.
5	Phone cord slot. Insert one end of the phone cord into this slot and the other into the jack at the bottom of the phone handset.
not numbered	USB port. For use with an external USB memory device (optional).

(Optional) Attaching the Desk Stand

STEP 1 Line up the tabs on the desk stand with the slots on the back of the phone.

STEP 2 Slide the bottom tabs into the slots.

STEP 3 Lightly press down on the top of the desk stand. It should easily slide into the top slots. Do not force.

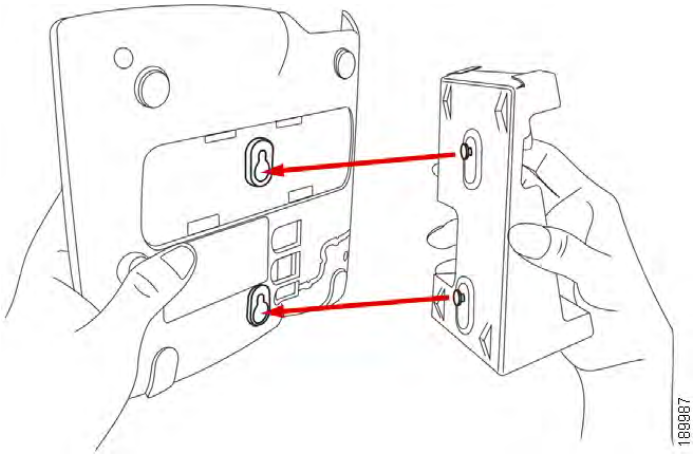
NOTE: Do not attach the desk stand if you want to mount the phone to the wall. If you are attaching a Cisco SPA 500S attendant console attach the console before attaching the desk stand.

(Optional) Mounting the Phone to the Wall

To mount the phone to the wall, you must purchase the MB100 wall mount bracket kit.

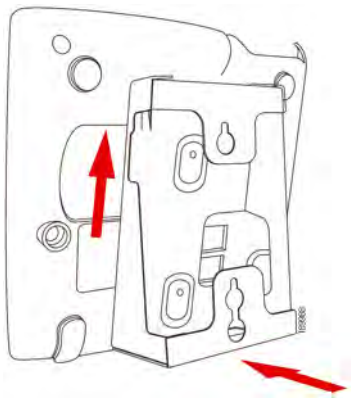
Figure 3 MB100 Wall Mount Kit

STEP 1 To attach the Mounting Bracket (MB), align the two cleats on the MB with the holes in the phone's base.

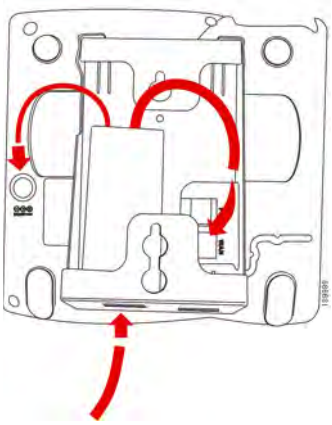


STEP 2 Orient the MB such that the phone's Ethernet and handset ports are accessible after installation.

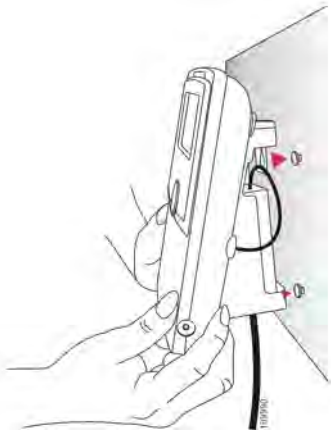
STEP 3 Push the MB onto the phone's base. Slide the MB upwards to lock it in place.



STEP 4 Plug in the Ethernet and power cables.



STEP 5 Hang onto screws mounted in the wall.



Connecting Your Phone's Power

If you are using an external power source, plug it into the building's power source, and plug the power supply into the phone base. See **Figure 2 on page 21**, item #2.

NOTE The Cisco SPA 525G/525G2 does not ship with a power supply. If you are not using Power over Ethernet (PoE), you must order the PA-100 power supply separately from Cisco.

If you are using Power over Ethernet (PoE) to power the phone, the phone will receive power when you connect an Ethernet cable from the phone's SW port to a switch in your network that provides PoE. See the **"Connecting Your Phone to the Wired Network" section on page 27**.

Connecting Your Phone to the Computer Network

Connecting Your Phone to the Wired Network

You connect your phone to the local network by using an Ethernet cable:

STEP 1 Plug the Ethernet cable into the back of the base station into the slot marked "SW." This port is labeled #4 on **Figure 2 on page 21**.

STEP 2 Plug the other end of the Ethernet cable into the appropriate device on your network, such as a network switch.

NOTE The Cisco SPA 525G/525G2 provides a second Ethernet port. You can connect a PC to this port to provide network access to the PC. This port is labeled #4 in the **Cisco SPA 525G/525G2 IP Phone Connections** figure. This port cannot be used when the phone is connected to the network via the built-in Wireless-G client.

Connecting Your Phone to the Wireless Network

NOTE The PC port is not supported in wireless operation. The PC port is only supported in a wired operation.

The Cisco SPA 525G/525G2 phone supports a direct connection to the wireless network. Before setting up the wireless network, you need to know the wireless security type for your router. The phone works with the following security types:

- WEP—Wired Equivalent Privacy. With this type of security, you need to enter a 64 or 128-bit key on the phone (or a more easily remembered passphrase to generate the key). The phone then authenticates with your router to provide a secure connection.
- WPA—Wi-Fi Protected Access. The phone supports WPA PSK, WPA2 PSK, WPA Enterprise, and WPA2 Enterprise. With this type of security, you will at the very minimum be required to enter a password on the phone. The phone then authenticates with your router to provide a secure connection.

Determining Your Wireless Router Security Type

If you do not know your wireless router security type, you need to log in to the router interface to get this information. The steps below are written for a Linksys router, but procedures for other routers should be similar.

STEP 1 Log in to your wireless router's web interface using a web browser. Your computer must be connected to your wireless network. Enter the IP address of the wireless router in the browser toolbar.

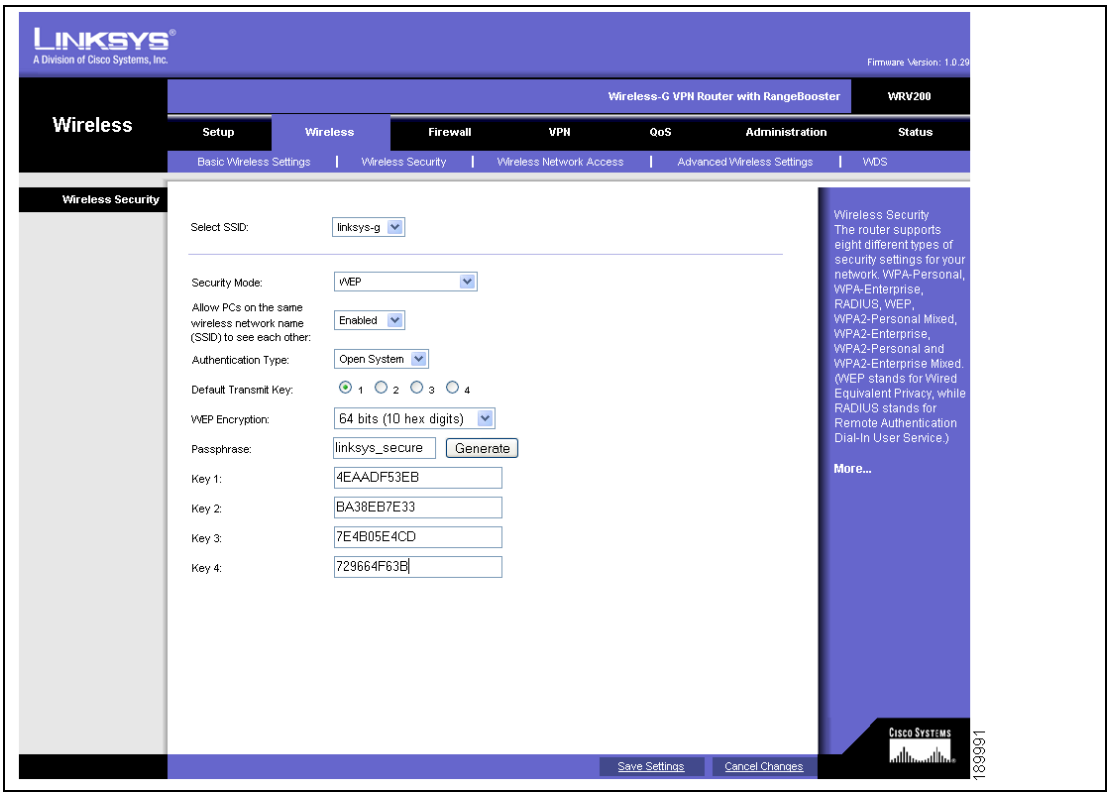
STEP 2 If required, enter the user name and password. (By default, Linksys routers typically use "admin" for the user name and "admin" for the password.)

STEP 3 View the Wireless tab or screen. Note the network name (SSID) and the type of security (WEP, WPA Personal, or WPA2 Personal).

If your router is using WEP, note the following information:

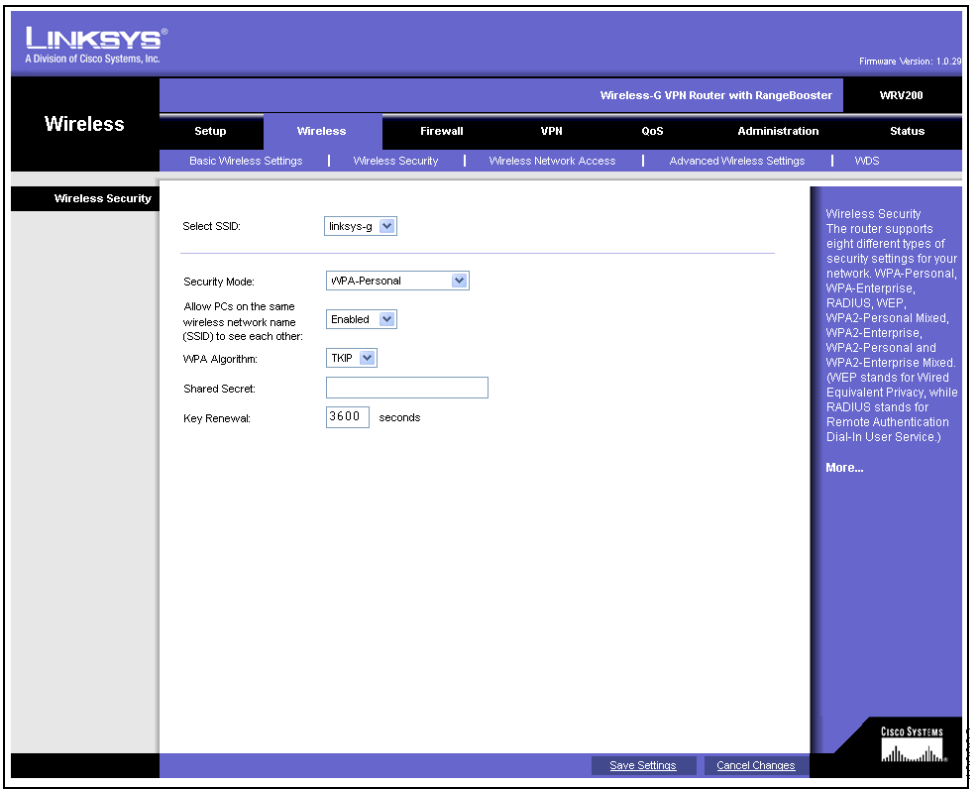
- WEP encryption: 64 bit or 128 bit. You need to choose this later.
- Default transmit key, or TX key: The default key (of the 4) that the router transmits to authenticate. This value will be 1, 2, 3, or 4.
- Passphrase and keys: You choose one of two methods to enter the WEP key. You either directly enter the WEP key, or enter a more simple passphrase to generate the WEP key.

The following example shows WEP information for a Linksys WRV200 router:


LINKSYS
A Division of Cisco Systems, Inc.
Firmware Version: 1.0.29
Wireless-G VPN Router with RangeBooster
WRV200
Wireless
Setup
Wireless
Firewall
VPN
QoS
Administration
Status
Basic Wireless Settings | Wireless Security | Wireless Network Access | Advanced Wireless Settings | WDS
Wireless Security
Select SSID: linksys-g
Security Mode: WEP
Allow PCs on the same wireless network name (SSID) to see each other: Enabled
Authentication Type: Open System
Default Transmit Key: 1 2 3 4
WEP Encryption: 64 bits (10 hex digits)
Passphrase: linksys_secure Generate
Key 1: 4EAADF53EB
Key 2: BA38EB7E33
Key 3: 7E4B05E4CD
Key 4: 729664F63B
Wireless Security
The router supports eight different types of security settings for your network. WPA-Personal, WPA-Enterprise, RADIUS, WEP, WPA2-Personal Mixed, WPA2-Enterprise, WPA2-Personal and WPA2-Enterprise Mixed. (WEP stands for Wired Equivalent Privacy, while RADIUS stands for Remote Authentication Dial-In User Service.)
More...
Save Settings
Cancel Changes
Cisco Systems
189991

If your router is using WPA, note the WPA shared key, or passphrase that you need to enter later.

The following example shows WPA information for a Linksys WRT160N router:



To set up the Cisco SPA 525G/525G2 wireless connection:

STEP 1 If you have plugged in an Ethernet cable to connect the phone to the wired network, remove it and reboot the phone. If an Ethernet connection is present on the phone, it is used instead of the Wi-Fi connection.

STEP 2 Press the **Setup** button on your phone.

STEP 3 Scroll to **Network Configuration** and press the **Select** button.

STEP 4 In the Wi-Fi field, press the **Left** or **Right Arrow** key to turn Wi-Fi *On*. Press the **Save** softkey button.

STEP 5 Scroll to Wi-Fi Configuration and press the **Right Arrow** key.

STEP 6 Choose one of the following options:

- Wireless Profile—Use this option to add a new wireless profile (either manually or by scanning for available networks), edit an existing wireless profile, or connect to a previously configured network. See **Manually Adding a Wireless Profile on the Cisco SPA 525G/525G2, page 32**.

- Wi-Fi Protected Setup—If your wireless router supports Wi-Fi Protected Setup, use this method to set up your wireless connection. See **Using Wi-Fi Protected Setup with the SPA525G, page 31**.

Using Wi-Fi Protected Setup with the SPA525G

If your router has a WPS button, you can use Wi-Fi Protected Setup to add a new wireless network profile.

STEP 1 In the Wireless Configuration screen, select *Wi-Fi Protected Setup*.

STEP 2 Choose one of the following options:

Push Button Configuration:

a. Press the WPS button on your router.

b. On your phone, with *Push Button Configuration* highlighted, press the **Select** button. Your phone may reboot before the Wi-Fi connection is working.

PIN Configuration

a. After selecting **PIN Configuration** on your phone, note the PIN displayed.

b. Connect to your router's web interface using a web browser. Your computer must be connected to your wireless network. Enter the IP address of the wireless router in the browser address bar.

c. If required, enter the user name and password. (By default, Linksys routers typically use "admin" for the user name and "admin" for the password.)

d. View the Wireless tab or screen. Locate the Wireless Protected Setup configuration menu.

e. Enter the PIN into the field that allows you to setup wireless devices using a PIN.

f. Save your changes.

g. On the Cisco SPA 525G/525G2, with PIN Configuration highlighted, press the **Select** button. To add the connection as a profile, press **OK**. Your phone may reboot before the Wi-Fi connection is working.

Manually Adding a Wireless Profile on the Cisco SPA 525G/525G2

To add a new wireless network profile:

STEP 1 In the Network Configuration screen, ensure Wi-Fi is enabled.

STEP 2 Scroll to *Wi-Fi Configuration*. Press the **Right Arrow** key to enter the Wi-Fi Configuration screen.

STEP 3 Select **Wireless Profile**. Any previously configured wireless profiles are displayed.

STEP 4 Do one of the following tasks:

- Scan for available networks. See **Scanning for Available Networks, page 32**.
- Manually add the network. See **Manually Adding a Network, page 33**.

Scanning for Available Networks

NOTE If your router has SSID (router name) broadcast disabled, it may not appear in the list of networks. In that case, you need to manually add it (see **Manually Adding a Network, page 33**).

STEP 1 In the Wireless Profile screen, press **Scan**.

STEP 2 In the list of available networks, scroll to the desired network and click **Add** to select the highlighted network.

STEP 3 (Optional) Press the **Right Arrow** key under Security Mode to set the security options:

- WEP—Wired Equivalent Privacy: You must enter the Default Transmit Key, Key Type and Length, and the keys.
- WPA PSK or WPA2 PSK: You must enter the Cipher Type (TKIP or AES CCMP) and the shared key.
- WPA/WPA2 Enterprise: This type of authentication requires some advanced expertise because it involves setting up a radius server for authentication and, in some cases, creation of certificates for both the radius server and the phone. See

  You must enter the Cipher Type (TKIP or AES CCMP) and the EAP Type:

  - TTLS—Enter the anonymous ID, choose whether the phone should check for the server certificate, choose the TTLS Inner Protocol (MSCHV2, MSCHAP, PAP, CHAP, or MD5), and enter the User ID and password.
  - LEAP—Enter the User ID and password.
  - TLS—Enter the User ID, choose whether the phone should check for the server certificate, enter the User ID, and configure the Root certificate and User certificate (see the **"Uploading Security Certificates to the Phone" section on page 34**).

STEP 4 To save as a wireless profile, press **Save**.

Manually Adding a Network

STEP 1 From the Wireless Profile screen, press **Option** and select **Add New** to manually add the network.

STEP 2 (Optional) Press the **Right Arrow** key under Security Mode to set the security options:

- WEP—Wired Equivalent Privacy: You must enter the Default Transmit Key, Key Type and Length, and the keys.
- WPA PSK or WPA2 PSK: You must enter the Cipher Type (TKIP or AES CCMP) and the shared key.

- WPA/WPA2 Enterprise: You must enter the Cipher Type (TKIP or AES CCMP) and the EAP Type:
  - TTLS: Enter the anonymous ID (typically, “anonymous” unless the radius server has other rules), choose whether the phone should check for the server certificate, choose the TTLS Inner Protocol (MSCHV2, MSCHAP, PAP, CHAP, or MD5), and enter the User ID and password.
  - LEAP: Enter the User ID and password.
  - TLS: Enter the User ID, choose whether the phone should check for the server certificate, enter the User ID, and configure the Root certificate and User certificate (see the **“Uploading Security Certificates to the Phone” section on page 34**).

STEP 3 To save as a wireless profile, press **Save**.

Uploading Security Certificates to the Phone

If you are using some types of wireless security (for example, WPA2 Enterprise), you will need to upload security certificates to the phone. Certificates must be in the following format:

- Root certificate: DER encoded binary x.509 (CER)
- User certificate: Personal Information Exchange (PKCS#12(.PFX))

STEP 1 Connect a USB storage device to your PC.

STEP 2 Create a directory named “**ca**” on the USB device and copy the certificate files into that directory.

STEP 3 Remove the USB device from your PC and insert it into the USB slot on the Cisco SPA 525G/525G2.

STEP 4 After creating a wireless profile, in the Profile screen, press the **Right Arrow** key under Security Mode to set the security options (WPA Enterprise or WPA2 Enterprise).

STEP 5 Scroll to **Root Certificate** and press the **Right Arrow** key. All files in the “ca” folder are displayed.

STEP 6 Use the **Up Arrow** or **Down Arrow** key to choose the certificate you want to install (for example, the root certificate). Press the **Select** softkey.

STEP 7 Press **Save** to save the profile.

Verifying Phone Startup

After receiving power and network connectivity, the phone executes a boot-up sequence. During this sequence, the display shows the Cisco logo. All of the lights on the phone will flash. After the sequence, which should take about five seconds, the phone will display the standard menu for the phone. The date, name and number of the phone appear on the top line of the LCD screen. At the bottom of the LCD screen, softkeys appear over their associated soft buttons.

If the phone does not display this screen, confirm your installation and connections. If these are correct, try unplugging the phone and plugging it back in again. If you still don't see the display, then contact your Phone Administrator or Internet Telephony Service Provider (ITSP).

Your phone ships with pre-installed firmware. However, later firmware versions may be available that add features and fix problems with your phone. You may need to upgrade your phone to the latest firmware for ideal performance.

CAUTION If you are using your phone with an Internet Telephony Service Provider's system, **do not upgrade your phone's firmware without consulting your service provider.** Your provider may automatically upgrade your phones without any action on your part necessary.

Upgrading Your Phone's Firmware

Firmware updates are done from the Cisco Configuration Assistant. For detailed upgrade instructions, see the *Cisco Configuration Assistant Smart Business Communications System Administrator Guide* for your software release. See the "Phone Load Management" section in the "Maintenance" chapter.

To upgrade:

STEP 1 Download the phone software to your PC that is running the Cisco Configuration Assistant software.

STEP 2 Launch the Cisco Configuration Assistant (CCA) and connect to the customer site or UC 500 device.

STEP 3 Choose **Home** > **Topology** to open the Topology View if it is not already open.

STEP 4 On the PC running CCA, locate the phone firmware file that you downloaded from Cisco.com (for example: spa525g2-7-4-4.bin).

STEP 5 In the Topology View, use the mouse to drag the phone load file from your PC and drop it onto the UC 500 icon.

If CCA recognizes the file as a valid phone load, a popup dialog displays and you are prompted to upload the file.

STEP 6 Click **Upload**. The dialog displays the upload and upgrade progress.

STEP 7 Right-click the phone icon in the CCA topology view and restart the phone.

3

Using Basic Phone Functions

This chapter describes how to use the basic functions of your Cisco SPA 525G/525G2 IP phone. It includes the following sections:

- Placing or Answering a Call, page 38
- Adjusting Call Volume and Muting, page 38
- Putting a Call on Hold, page 39
- Resuming a Call, page 39
- Ending a Call, page 39
- Transferring Calls, page 39
- Managing Call Waiting, on page 40
- Recording a Live Call, on page 41
- Viewing and Returning Missed Calls, page 41
- Forwarding Calls, page 42
- Setting Do Not Disturb, page 42
- Picking Up a Call, page 44
- Placing a Three-Way Conference Call, page 44
- Using the Phone Directories, page 45
- Using the Call History Lists, page 48
- Accessing Voicemail, page 50

Placing or Answering a Call

NOTE You may have to dial a number or numbers to reach an outside line. Ask your system administrator.

Depending on the phone system setup, you may be able to place or answer calls by using various methods.

To place or answer a call, do one of these tasks:

- Pick up the receiver.
- Press the **Speaker** button.
- Press the **Headset** button.
- Press a line button to place a call or a blinking line button to answer a call.
- Dial the number, and then lift the handset.
- Dial the number, and then press the **Dial** soft key.
- Press the **New Call** soft key, and then dial.
- Select a number from the directory, and then press the **Dial** soft key.
- Press **Redial** to dial the last number that you called.
- If you are on a call and another call comes in, press the **Answer** soft key to place the current call on hold and answer the incoming call. To return to the first call, select it using the **Up Arrow** key or the **Down Arrow** key and then press the **Resume** softkey.
- To place a new call while another call is active on the same line, press the **Hold** button, and then press **New Call** and enter the number.

Adjusting Call Volume and Muting

Adjusting Call Volume

To adjust the volume while you are on a call, press **+** on the **Volume** button to increase the volume, or press **-** to decrease the volume. Press **Save**.

Pressing the **Volume** button while not on a call adjusts the volume of the phone's ringer.

Using Mute

To mute the phone microphone, speaker, or headset microphone, press the **Mute** button on the phone. The button lights red. Press the **Mute** button again to unmute.

Putting a Call on Hold

To put a call on hold, press the **Hold** button. A series of beeps indicates the call is on hold.

Resuming a Call

To resume the call, press the flashing red line button for the call. If you have multiple calls, all calls are put on hold except the active call.

Ending a Call

To end a call:

- If you are using the handset, hang up.
- If you are using the speakerphone, press the **Speaker** button.
- If you are using the headset, either press the **Headset** button (wired) or replace the receiver (wireless).
- Press **EndCall** to hang up one call, and preserve another call on the same line. If necessary, remove the call from hold first.

Transferring Calls

You can transfer a call to another extension.

STEP 1 During an active call, or a call on hold, press **Trnsfer.**

STEP 2 Do one of the following tasks:

- Enter the number to which you want to transfer the call; or
- Use the directory to choose a number from the personal directory.

STEP 3 Press **Dial** or wait a few seconds. The call is placed on hold and a new line is opened to dial the number.

STEP 4 Do one of the following tasks:

- To transfer the call without waiting for the other person to answer, press **Trnsfer** after the call begins to ring and hang up. If you hang up before the second call rings, the transfer fails and the first call is disconnected. If you misdial, press the second line button again to receive a dial tone.
- To transfer after speaking privately to the other person, press **Trnsfer** at any time during the conversation.

Managing Call Waiting

If you are on a call when a second call comes in, you will hear a call-waiting tone and, or, see a flashing indicator light on the handset rest, depending on the configuration of your phone.

To answer the new call on the same line, use the following method:

STEP 1 Use the navigation button to select the call.

STEP 2 Press **Answer** to answer the call. The call on the other line is automatically put on hold.

To return to the original call, use the following method:

STEP 1 Use the navigation button to reselect the call.

STEP 2 Press **Resume** to reconnect to the call.

Recording a Live Call

If this feature is available on your phone, you can record a call.

STEP 1 Press **LiveRcd**. This puts the other party on-hold and initiates a call to the configured live record number.

STEP 2 Press **LiveRcd** again to stop the recording.

Viewing and Returning Missed Calls

The LCD screen on your IP phone notifies you if a call came in that was unanswered.

To return a missed call:

- If the LCD screen shows a missed call, press the **Missed** softkey to view a list of missed calls.
- If the LCD screen does not show a missed call:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Call History** and press the **Select** button.

STEP 3 Scroll to **Missed Calls** and press the **Select** button. You can do one of the following tasks:

- Press **Dial** to dial the number that called you.
- Press **EditDial** to edit the number before calling it, and then press **Dial**.

NOTE If a call is from a long distance number, you may have to edit the call before returning it. For example, you may need to enter the prefix digit that your system requires for an outgoing call.

- Press the **Option** softkey and choose one of the following options:
  - **Delete Entry**—Delete the entry from the Missed Calls list.
  - **Delete List**—Delete all entries from the Missed Calls list.
  - **Add to Address Book**—Add the entry to your personal address book.

Forwarding Calls

When you will be away from your phone, you can press a button to forward all calls to a specified number. The number can be an extension, the voice mail system, an external number, or one of your programmed speed dial numbers.

STEP 1 Press the **CFwdAll** soft key.

STEP 2 Enter the number, including any prefix digit that your system requires for an outgoing call.
OR press a speed dial button to forward calls to a programmed speed dial number.

STEP 3 Press **EndCall** to save your settings.

STEP 4 When you are ready to cancel call forwarding, press **CFwdAll**.

Setting Do Not Disturb

Use the Do Not Disturb feature to prevent incoming calls from ringing your phone. If you have voice mail configured, incoming callers immediately reach voice mail. If voice mail is not configured, callers hear a busy signal or message.

STEP 1 To set Do Not Disturb, press the **Do Not Disturb** softkey on your phone. The LCD screen indicates that Do Not Disturb is turned on for your phone.

Press the **Setup** button and select **User Preferences**. Then:

STEP 1 Choose **Call Preferences**.

STEP 2 Scroll to *Do Not Disturb*.

STEP 3 Press the **Right Arrow** key to turn Do Not Disturb on.

STEP 4 Press **Save**.

STEP 5 To turn off Do Not Disturb, press the **DnD** softkey on your phone.

Press the **Setup** button and select **User Preferences**. Then:

STEP 1 Choose **Call Preferences**.

STEP 2 Scroll to *Do Not Disturb*.

STEP 3 Press the **Right Arrow** key to turn Do Not Disturb off.

STEP 4 Press **Save**.

Configuring Call Waiting

Call waiting alerts you when you are on a call with a status message and ringing that another call is incoming. If you turn call waiting off, incoming calls do not ring your phone if you are on another call, and the caller hears a busy signal or message.

To turn call waiting on or off:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **User Preferences** and press **Select**.

STEP 3 Select **Call Preferences**.

STEP 4 Scroll to **Call Waiting** and press the **Right Arrow** key to turn call waiting *On* or *Off*.

STEP 5 Press **Save**.

Picking Up a Call

You can pick up a call that is ringing at another extension. Depending on the way your phone network is configured, you can pick up a call ringing at any extension, or you may have a group of phones configured where members of the group can pick up a call ringing at any group member's phone.

To pick up a call ringing at an extension in your group:

STEP 1 Press **GPickUp**. The phone displays any extensions in the group that have ringing calls.

STEP 2 Choose the call you want to pick up and press **Dial**.

To pick up a call ringing at any extension:

STEP 1 Press the **PickUp** softkey.

STEP 2 Enter the extension number of the phone that you want to pick up.

Placing a Three-Way Conference Call

To initiate a conference call:

STEP 1 Press the **Confrn** button during an active call. The first call is placed on hold, a second line is opened, and you hear a dial tone.

STEP 2 Dial the second person's telephone number.

STEP 3 Press the **Confrn** button again. All three parties are connected in the conference call.

When you hang up, the other two parties are disconnected. To keep the other parties in a call, but disconnect yourself from the call, press **Join** (if available on your phone system).

Using the Phone Directories

The SPA525G IP phone provides several different types of phone directories, depending on the phone model and what the system administrator has set up for the company.

In general, the phones provide the following types of directories:

- **Personal Address Book**—The personal directory provides a place for you to store and view frequently dialed numbers. You can also dial numbers from the directory.
- **Corporate Directories**—Depending on your phone network configuration, you may have one or more of the following directories available:
  - Corporate Directory (XML)
  - Corporate Directory (LDAP)

Using Your Personal Address Book

To access the Phone Directory, press the **Setup** button, select **Directories,** and select **Personal Address Book**.

You have the following options in the Address Book:

- Options—Press **Options** and choose one of the following options:
  - Search—Search for a name.
  - Delete—Delete a contact.
  - Copy—Copy a contact.
  - Paste—Paste a contact.
  - Edit Dial—Edit a contact's number before dialing.

- Dial—Press to dial a highlighted contact.
- Add—Choose to add a new contact.

Use the **Down Arrow** key to scroll through entries in the address book. Use the **Right Arrow** key to scroll through the phone numbers available for the highlighted contact.

Adding a New Contact

To add a new entry to the directory:

STEP 1 In the Personal Address Book screen, press **Add**.

STEP 2 Use the keypad to enter the name of the directory entry. When finished with the name, use the **Down Arrow** to navigate to the other fields.

TIP To enter numbers and letters, press **Option** and select **Input All.** To enter only numbers, press **Option** and select **Input Num**. To clear all characters from an entry, press **Option** and select **Clear**.

STEP 3 Enter the office, mobile, or home phone number, including any digits you must dial to access an outside line and the appropriate area code, if necessary. You must enter at least one phone number for a contact.

TIP To enter numbers and letters, press **Option** and choose **Input All.** To enter only numbers, press **Option** and select **Input Num**. To enter an IP address, press **Option** and select **Input IP**. To clear all characters from an entry, press **Option** and select **Clear**.

STEP 4 Press **Save** to save the entry.

Copying a Contact

You can copy a contact to create a new contact, changing information as necessary on the second contact. To copy a contact:

STEP 1 In the Personal Address Book screen, scroll to highlight a contact.

STEP 2 Press **Option** and select **Copy**.

STEP 3 Press **Option** again and select **Paste**.

STEP 4 Edit any necessary fields and press **Save**.

Searching for a Contact

To search for a contact:

STEP 1 In the Personal Address Book screen, press **Option** and select **Search**.

STEP 2 Begin to enter the person's name. The list below displays entries as you type in characters. Scroll to highlight the entry you want.

You can press **Dial** to call the contact, or **Option** to delete, copy, or edit the contact.

Deleting a Contact

To delete a contact:

STEP 1 In the Personal Address Book screen, highlight the contact you want to delete.

STEP 2 Press **Option** and select **Delete**.

STEP 3 Press **OK** to delete the contact.

Editing a Contact

To edit a contact's phone information:

STEP 1 In the Personal Address Book screen, highlight the contact you want to edit.

STEP 2 Choose one of the following options:

- Press the center **Select** button to choose the contact and edit the numbers in the entry. Use the **delChar** key to delete numbers individually, or press **Option** and choose **Clear** to delete all numbers and start over.
- Press **Save** when finished.

Using the Corporate Directory

NOTE Depending on your Internet Telephony Service Provider or corporate network setup, you may not have a corporate directory available to you.

To use the corporate directory:

STEP 1 Press the **Setup** button and select **Directories**.

STEP 2 Scroll to the **Corporate Directory** you want to view and press the **Select** button.

Using the Call History Lists

Viewing the Call History Lists

To view the Call History lists:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Call History** and press the **Select** button.

STEP 3 Select the Call History list you want to view. Available Call History lists are:

- **All Calls**—Shows all calls placed, received, and missed on the phone.
- **Missed Calls**—Shows the last 60 missed calls.
- **Received Calls**—Shows the caller ID of the last 60 answered calls.
- **Placed Calls**—Shows all calls placed from the phone.

STEP 4 Press the **Select** button to view the list.

Deleting a Call History List

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Call History** and press the **Select** button.

STEP 3 Scroll to the Call History list you want to delete.

STEP 4 Press **Option** and select **Delete List**.

STEP 5 Press **OK** to delete the list.

Calling from the Call History Lists

To dial a number from one of the Call History lists:

STEP 1 Choose the call.

STEP 2 Press **Dial**.

NOTE If the call was from a long distance number, you may have to edit the call before dialing it. Press the **EditDial** button to edit the call and use the softkey buttons and keypad to edit the number.

Deleting an Entry from the Call History Lists

STEP 1 In the call history list, choose the call.

STEP 2 Press **Option** and select **Delete Entry.**

STEP 3 Press **OK**.

Saving a Call History List Number to Your Directory

STEP 1 In the call history list, choose the call.

STEP 2 Press **Option** and select **Add to Address Book**.

STEP 3 Press the **Select** button. The Address Book entry screen appears.

STEP 4 Edit the information (if desired) and press **Save** again. The entry is added to your directory.

Accessing Voicemail

To access voicemail, press the **Messages** button on your phone. Your system administrator should configure your phone with the correct voicemail number so that pressing the **Messages** button automatically dials your voicemail system.

4

Using Advanced Phone Features

This chapter describes how to configure advanced features on your Cisco SPA 525G/525G2 IP phone. It contains the following sections:

- **Using the Cisco SPA 525G2 With Your Bluetooth-Enabled Mobile Phone, page 51**
- **Playing MP3 Files on Your Phone, page 66**
- **Customizing Your LCD Screen, page 69**
- **Restarting Your Phone, page 71**
- **Viewing Phone, Network, and Call Information, page 72**
- **Viewing the Wireless Connection Status, page 73**
- **Advanced Menus for Technical Support Personnel, page 74**

Using the Cisco SPA 525G2 With Your Bluetooth-Enabled Mobile Phone

The Cisco SPA 525G/525G2 supports Bluetooth to allow use of the phone with a wireless Bluetooth-enabled headset. (See **"Connecting Bluetooth Headsets" on page 18**.) The Cisco SPA525G2 also supports the use of your Cisco IP phone in conjunction with Bluetooth-enabled mobile phone. You can do the following:

- Pair your Bluetooth-enabled mobile phone and Cisco SPA 525G2. Your mobile phone is assigned a line button on your Cisco SPA 525G2. You can make and receive mobile calls using the Cisco SPA 525G2.
- Switch audio for in-progress calls between your mobile phone and the Cisco SPA 525G2.

- Import your mobile phone address book to your Cisco SPA 525G2 personal address book.
- Use your Cisco SPA 525G2 as a “handsfree device” for your mobile phone.

NOTE Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G2 that is posted at the Cisco support community at http://www.cisco.com/go/smallbizsupport, and also consult the latest Cisco SPA 525G2 release notes available at cisco.com.

Enabling Bluetooth (Cisco SPA 525G/525G2)

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **User Preferences** and press **Select**.

STEP 3 Scroll to **Bluetooth Configuration** and press **Select**.

STEP 4 With **Bluetooth** selected, press the **Right Arrow** key until a blue check mark appears.

STEP 5 Press **Save**.

Pairing Your Cisco SPA 525G2 with a Bluetooth-Enabled Mobile Phone

This feature is based on the following standard Bluetooth profiles:

- Phone Book Access Profile 1.0
- Handsfree Profile 1.5
- Handset Profile 1.1

NOTE Not all mobile phones support these functions. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G2 that is posted at the Cisco support community at http://www.cisco.com/go/smallbizsupport, and also consult the latest Cisco SPA 525G2 release notes available at cisco.com.

To pair your Cisco SPA 525G2 with your Bluetooth-enabled mobile phone, you can either initiate pairing from the Cisco SPA 525G2, or from your mobile phone.

Initiating Pairing from the Cisco SPA 525G2

STEP 1 Enable Bluetooth as described in the **"Enabling Bluetooth (Cisco SPA 525G/525G2)" section on page 52**.

STEP 2 Press the **Setup** button.

STEP 3 Scroll to **User Preferences** and press **Select**.

STEP 4 Scroll to **Bluetooth Configuration** and press **Select**.

STEP 5 Scroll to **Bluetooth Mode** and press the **Right Arrow** key to choose one of the following:

- **Handsfree**—Your Cisco SPA 525G2 will operate as a handsfree device with a Bluetooth-enabled mobile phone.
- **Both**—Your Cisco SPA 525G2 will operate with your Bluetooth-enabled mobile phone **or** operate with a Bluetooth headset. (See **"Connecting Bluetooth Headsets" section on page 18** for more information on Bluetooth headsets.)

  NOTE Your Cisco SPA 525G2 will connect to only one device at a time (either the Bluetooth headset or the Bluetooth-enabled mobile phone.)

  If multiple Bluetooth devices are in range of the Cisco SPA 525G2, the order of devices in the **Bluetooth Configuration** > **Bluetooth Profiles** list is used, and the device with a higher priority is activated first.

STEP 6 Scroll to **Bluetooth Profiles** and press the **Right Arrow** key to enter the profile screen.

STEP 7 Press **Scan** to scan for your mobile phone.

NOTE Depending on the network environment (for example, the number of Bluetooth devices and noise level), your Bluetooth headset may not appear on the found devices list. Ensure the headset is powered on and has Bluetooth activated, and retry the scan.

STEP 8 In the **Select a Bluetooth Device to Pair** list, select the mobile phone to which you want to pair and press **Connect**.

Initiating Pairing from Your Bluetooth-Enabled Mobile Phone

NOTE The procedure varies depending on your phone model. You must turn Bluetooth on, and you may need to configure a separate setting to make your mobile phone discoverable by other devices. The following example uses an Apple iPhone.

Before starting, it's helpful to find the MAC address of your Cisco SPA 525G2 IP phone. From your IP phone, go to the **Setup** menu and select **Status**. Select **Product Information**. The MAC address is displayed.

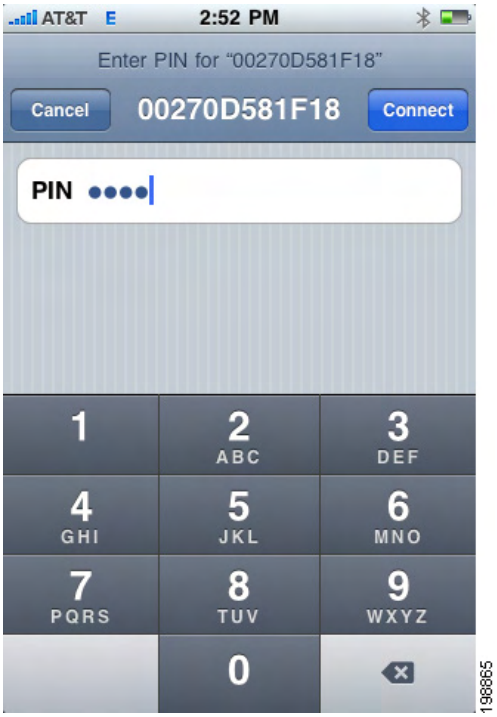
STEP 1 On your iPhone, click **Settings**.

STEP 2 Under **General**, choose **Bluetooth**. Ensure Bluetooth is turned on.

STEP 3 In the Bluetooth Window, under **Devices**, find the MAC address of your Cisco SPA 525G2 IP phone.

STEP 4 Select the MAC address of the Cisco SPA 525G2.

STEP 5 Enter the PIN (the default is 0000) and press **Connect**.



When paired with your mobile phone, the Cisco SPA 525G2 display screen assigns one of your line buttons to the mobile phone. A mobile phone icon with a flashing lightning bolt icon is displayed next to the mobile phone name, number, or other identifier (such as the phone model) for your phone.

NOTE The layout and options shown on your phone screen may differ slightly depending on the type of phone system to which your Cisco SPA 525G2 is connected.

NOTE The name, number, or other identifier shown depends on what is configured on your mobile phone. If you have not configured a name on your phone, the phone may display your phone number or some other identifier (such as the phone model). The display name can vary depending on your phone model and configuration.

The Bluetooth phone icon colors show the status of your mobile phone and/or the Cisco SPA 525G2:

- No icon—Bluetooth is disabled
- Gray icon— Bluetooth is enabled, but the phones are not connected.
- Blue icon—Bluetooth is enabled and the Cisco SPA 525G2 is connected to a headset.
- Green icon—Bluetooth is enabled and the Cisco SPA 525G2 is connected to a mobile phone.

To verify the mobile phone configuration:

STEP 1 On the Cisco SPA 525G2, press the **Setup** Button.

STEP 2 Scroll to **User Preferences** and press **Select**.

STEP 3 Scroll to **Bluetooth Configuration** and press **Select**.

STEP 4 Scroll to **Bluetooth Profiles** and press the **Right Arrow** key.

The mobile phone appears in the list of Bluetooth devices.

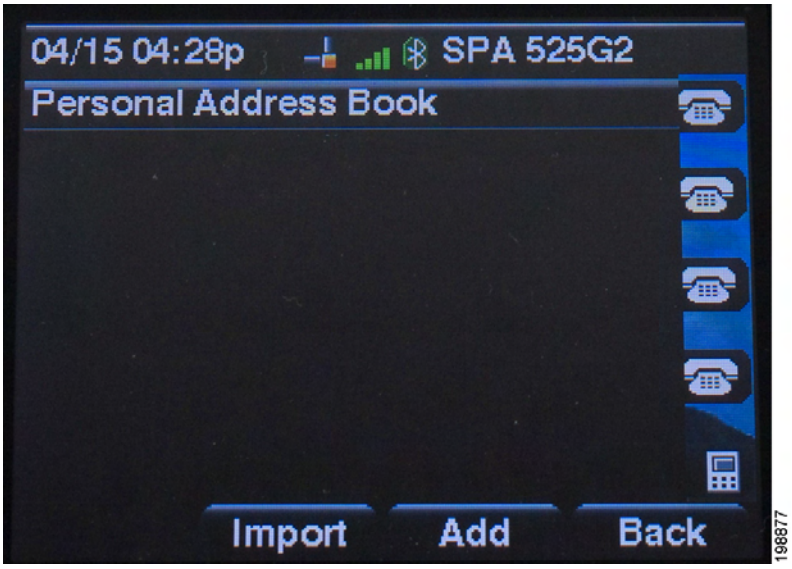
Importing Your Mobile Phone Address Book into the Cisco SPA 525G2

NOTE Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G2 that is posted at the Cisco support community at http://www.cisco.com/go/smallbizsupport, and also consult the latest Cisco SPA 525G2 release notes available at cisco.com.

To import your mobile phone book into the personal address book on the Cisco SPA 525G2:

STEP 1 Press the **Directory** softkey, or press the **Setup** button and select **Directories**.

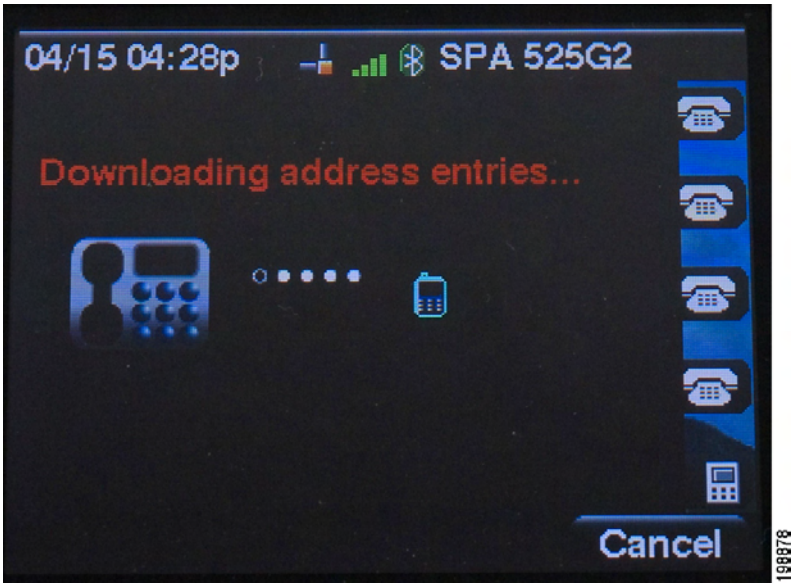
STEP 2 Select **Personal Address Book**.



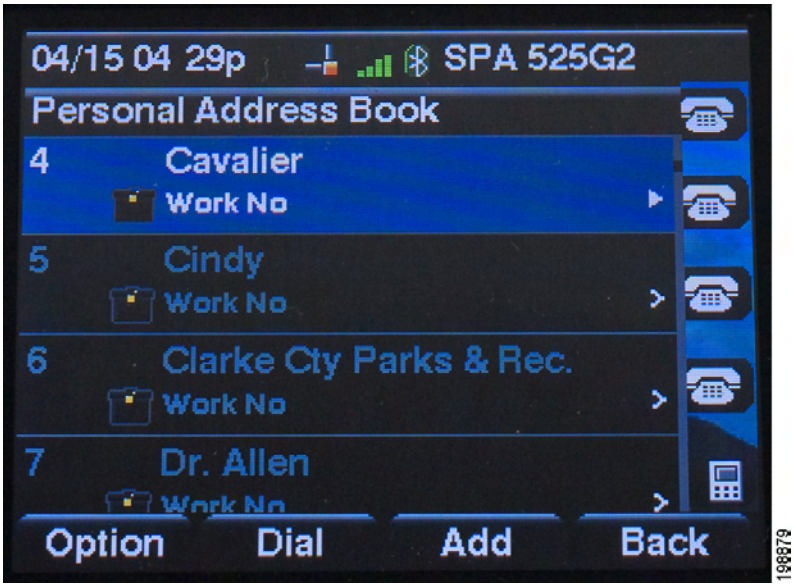
STEP 3 Press the **Import** softkey.

NOTE Depending on your mobile phone, you may need to authorize the Bluetooth connection, even if the phone is already paired with the Cisco SPA 525G.

The phone displays a status message about the import.



If the import is successful, your imported contacts are shown in the Directory.



Making a Mobile Phone Call Using Your Cisco SPA 525G2

When you make a mobile phone call using your Cisco SPA 525G2, your Cisco SPA 525G2 acts as a handsfree device for your phone. The call is made through your mobile phone, but the audio is present on the Cisco SPA 525G2 and the call control is done using the Cisco SPA 525G2, unless you switch back to your mobile phone. (See **"Switching Audio from Your Cisco SPA 525G2 to Your Mobile Phone" section on page 64**.)

NOTE Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G2 that is posted at the Cisco support community at http://www.cisco.com/go/smallbizsupport, and also consult the latest Cisco SPA 525G2 release notes available at cisco.com.

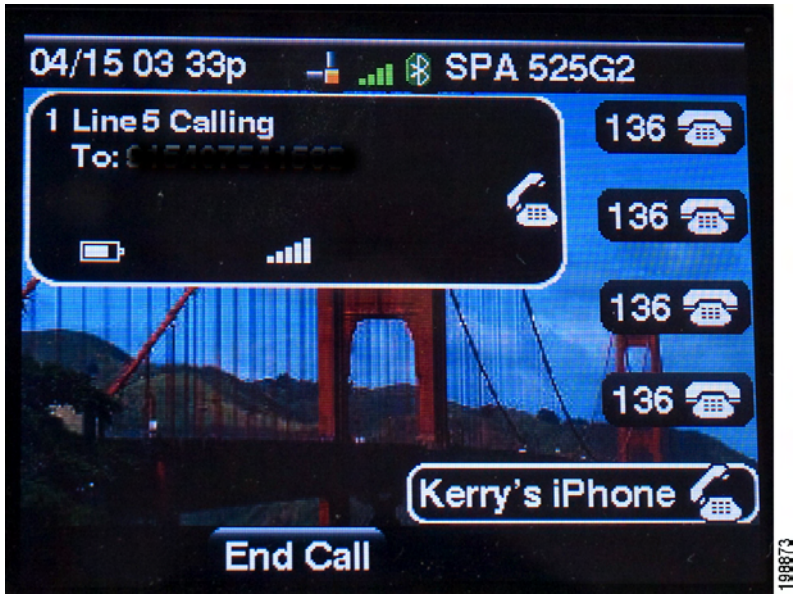
STEP 1 Press the line button associated with your mobile phone (the line button is marked with a mobile phone icon with a flashing lightning bolt).

STEP 2 Do one of the following:

- Enter a number to dial and press the **Dial** softkey.
- Press the **Directory** softkey and select Personal Address book. Choose a number and press the **Dial** softkey.
- Scroll to select a recently-called number and press the **Select** button.

NOTE If you usually enter a digit before dialing (such as 9 to reach an outside line), remember that this call is made through your mobile phone. You should follow the usual practice for making calls on your mobile phone (for example, you probably do not dial a digit to reach an outside line on your mobile phone).

The outgoing call appears on both your Cisco SPA 525G2 and your mobile phone display. The Cisco SPA 525G2 displays an off-hook icon next to the mobile phone display name.



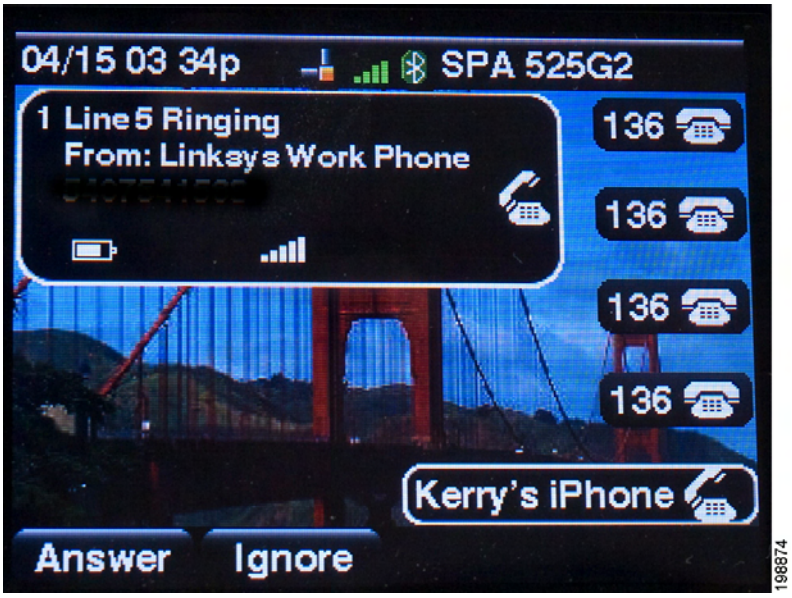
NOTE The layout and options shown on your phone screen may differ slightly depending on the type of phone system to which your Cisco SPA 525G2 is connected.

After the call is connected, the icon next to the mobile phone display shows that the call is established. The audio goes through the Cisco SPA 525G2, although the mobile phone display also shows a connected call.

NOTE The layout and options shown on your phone screen may differ slightly depending on the type of phone system to which your Cisco SPA 525G2 is connected.

Receiving Mobile Phone Calls Using the Cisco SPA 525G2

If your mobile phone is paired with the Cisco SPA 525G2, an incoming call to your mobile phone is also shown on the Cisco SPA 525G2.



NOTE The layout and options shown on your phone screen may differ slightly depending on the type of phone system to which your Cisco SPA 525G2 is connected.

Do one of the following:

- Press the **Answer** softkey to connect to the call.
- Press the red flashing line button associated with your mobile phone.
- Pick up the Cisco SPA 525G2 handset.
- Press **Ignore** to ignore the call.

Switching Audio from Your Cisco SPA 525G2 to Your Mobile Phone

NOTE You can only switch audio back and forth between the Cisco SPA 525G2 and your mobile phone if the call is connected using the Cisco SPA 525G2-to-mobile phone feature. (For example, you cannot switch a call on your Cisco SPA 525G2 that is not associated with your mobile phone.)

Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G2 that is posted at the Cisco support community at http://www.cisco.com/go/smallbizsupport, and also consult the latest Cisco SPA 525G2 release notes available at cisco.com.

To switch audio from your Cisco SPA 525G2 to your mobile phone, on a connected call, press the **Handset** softkey.

To switch audio back to the Cisco SPA 525G2 from your mobile phone, on a connected call, press the **Handsfree** softkey.

Viewing Mobile Phone Battery and Signal Information on Your Cisco SPA 525G2

When a mobile phone call is incoming, outgoing, or connected on your Cisco SPA 525G2, the Cisco SPA 525G2 display shows information about your mobile phone.

NOTE Not all mobile phones support this function. See the list of Bluetooth-enabled mobile phones supported with the Cisco SPA 525G2 that is posted at the Cisco support community at http://www.cisco.com/go/smallbizsupport, and also consult the latest Cisco SPA 525G2 release notes available at cisco.com.

NOTE The layout and options shown on your phone screen may differ slightly depending on the type of phone system to which your Cisco SPA 525G2 is connected.

The display bubble shows the following information:

- Battery indicator—Shows the battery life left on your mobile phone.
- Signal strength—Shows the signal strength for your mobile phone.
- Network (optional)—May show the phone network for your mobile phone.

Charging Your Mobile Phone Using Your Cisco SPA 525G2

You can use the USB port on the Cisco SPA 525G2 model to charge your Bluetooth-enabled mobile phone if your phone has a mini-USB port.

Playing MP3 Files on Your Phone

Your phone contains an audio player that can play .mp3 files. To play music on your phone, you must load the audio files onto a USB memory device (not sold with the phone). The phone reads the files from the device, so the device must remain inserted while playing the files.

NOTE Only MP3 music without Digital Media Rights protection can be played on the Cisco SPA 525G/525G2 IP Phone.

Creating the Playlist

NOTE The MP3 playlist on the phone is limited to 48 songs.

STEP 1 Connect a USB storage device to your PC.

STEP 2 Create a directory named "**mp3**" on the USB device and copy the audio files into that directory.

STEP 3 Remove the USB device from your PC and insert it into the USB slot on the phone.

STEP 4 Press the **Setup** button.

STEP 5 Scroll to **MP3 Player** and press the **Select** button.

STEP 6 Press **Add List** to create a playlist from the songs on the USB device.

STEP 7 Choose songs by choosing one of the following methods:

- Choose individual songs by scrolling to the song you want and pressing the **Right Arrow** key or the **Select** button.
- Choose all songs on the USB device by pressing **SelectAll**.
  You can clear all selected songs by pressing **ClearAll**.

STEP 8 After choosing songs, the songs will be marked with a check in the box next to the song. Press **Add** to add the selected songs to the playlist.

Playing Songs

In the Playlist, scroll to the song you want to begin playing and press **Play**.

You have the following controls:

- **Stop**—Stop the song. Pressing play will restart song play.
- **Previous**—Move to the previous song in the playlist.
- **Next**—Move to the next song in the playlist.
- **Back**—Move back one screen to the playlist.

Controlling the Audio

Use the **Volume** button on the phone to turn the music up or down.

To switch the audio destination between the speaker, headset, and handset, press the **Up Arrow** or **Down Arrow** key. The icon on the left above the song length display shows the audio destination of speaker, handset, or headset.

Changing the Left and Right Channel for Stereo Headsets

When using a stereo headset inserted into the phone, you may need to switch the audio left and right channels to hear the correct audio channel in the right or left ear. To change the audio:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **User Preferences** and press **Select**.

STEP 3 Scroll to **Audio Preferences** and press **Select**.

STEP 4 Press the **Right Arrow** key to set **Swap L/R Channel** to **On**.

STEP 5 Press **Save**.

Customizing Your LCD Screen

You can customize your LCD screen in the ways described below.

Changing the LCD Screen Contrast

To adjust the contrast of the LCD screen:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **User Preferences** and press the **Select** button.

STEP 3 Scroll to **Screen Preferences** and press the **Select** button.

STEP 4 Scroll to **Display Brightness**. The default contrast is 15. Enter a number between 1 (lowest) and 15 (greatest) to change the contrast.

STEP 5 Press **Save**.

Setting the Screen Backlight Timer

You can set a timer for your screen so that your LCD screen becomes dark after a specified time when the phone is idle.

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **User Preferences** and press the **Select** button.

STEP 3 Scroll to **Screen Preferences** and press the **Select** button.

STEP 4 Scroll to **Backlight**. Press the **Right Arrow** key to choose *On*, which means that the darkening feature is enabled.

STEP 5 Scroll to **Backlight Timer**. Enter the number of seconds before the display should shut off after the phone is idle.

STEP 6 Press **Save**.

Configuring the Phone Screen Saver

You can enable your phone's screen saver and specify its appearance and the amount of time for the phone to be idle before it begins.

To configure your screen saver:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **User Preferences** and press the **Select** button.

STEP 3 Scroll to **Screen Preferences** and press the **Select** button.

STEP 4 With Screen Saver highlighted, press the **Right Arrow** key to choose *On*.

STEP 5 Scroll to **Screen Saver Settings** and press the **Right Arrow** key to choose the settings:

- Screen Saver Type—Choose from:
  - Black Background—Displays a black screen.
  - Gray Background—Displays a gray screen.
  - Black/Gray Rotation—The screen incrementally cycles from black to gray.
  - Picture Rotation—The screen rotates through available pictures that your system administrator has made available on the phone.
  - Digital Frame—Shows the background picture.
- Trigger Interval—Enter the number of seconds that the phone remains idle before the screen saver turns on.
- Refresh Interval—Enter the number of seconds before the screen saver should refresh (if, for example, you chose a rotation of pictures).

STEP 6 Press **Save**.

Changing the Phone Wallpaper

To change the background picture on your phone:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **User Preferences** and press the **Select** button.

STEP 3 Scroll to **Screen Preferences** and press the **Select** button.

STEP 4 Scroll to **Wallpaper**. Press the **Right Arrow** key to select an image to use as the wallpaper.

STEP 5 Use the navigation arrows to choose an image. Press the **Select** button to choose the image, or to preview how the image will look on your phone, select the image and press **View**. Press **Select** to choose the image, or use the **Previous**, **Next**, and **Back** keys.

STEP 6 Press **Save**.

Restarting Your Phone

Occasionally you may need to restart your phone if the screen locks up. To restart your phone:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Device Administration** and press the **Select** button.

STEP 3 Scroll to **Restart** and press the **Select** button.

Viewing Phone, Network, and Call Information

The Cisco SPA 525G/525G2 provides menus to view information about your phone.

Viewing Phone Information

To view information about your phone:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Status** and press the **Select** button.

STEP 3 Select **Product Information**. You can view the following information:

- Product Name
- Serial Number
- MAC (Hardware) Address
- Software Version
- Hardware Version
- Certificate
- Customization

Viewing Network Information

To view network information for your phone:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Status** and press the **Select** button.

STEP 3 Scroll to **Network Status** and press the **Select** button. You can view the following information:

- Network Type
- Network Status

- Addressing Type
- IP Address
- Subnet Mask
- Default Router
- Primary DNS
- Secondary DNS
- MAC (Hardware) Address

Viewing Peripheral Status

To view information about phone peripherals, such as a USB memory stick or a Cisco SPA 500S attendant console:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Status** and press **Select**.

STEP 3 Scroll to **Peripheral Status** and press **Select**. You can view the following information:

- USB Status
- Attendant Console (Attn Cons) Status

Viewing the Wireless Connection Status

If you have set up your wireless connection (described in **"Connecting Your Phone to the Wireless Network" section on page 27**), you can view the status of your wireless connection.

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Network Configuration** and press the **Select** button.

STEP 3 Select **Wi-Fi Configuration** and press the **Right Arrow** key.

STEP 4 Scroll to **Wireless Status** and press the **Select** button. The status, SSID name, and signal strength are displayed. Press **Detail** for more information.

Advanced Menus for Technical Support Personnel

CAUTION These menus are used to configure and troubleshoot your phone and the phone network. You should not change these settings or perform these actions unless directed to do so by your Administrator.

Settings Menu

Network Configuration:

- Connection Type
- Static IP Address Settings
- CDP
- VLAN
- VLAN ID
- Multicast Address
- Alternate TFTP ON>OFF
- TFTP Server 1
- DHCP Address Released ON>OFF
- Erase Configuration ON>OFF

5

Using the Cisco SPA 500S Attendant Console

This chapter describes how to install and use the Cisco SPA 500S Attendant Console with your Cisco SPA 525G/525G2 IP Phone.

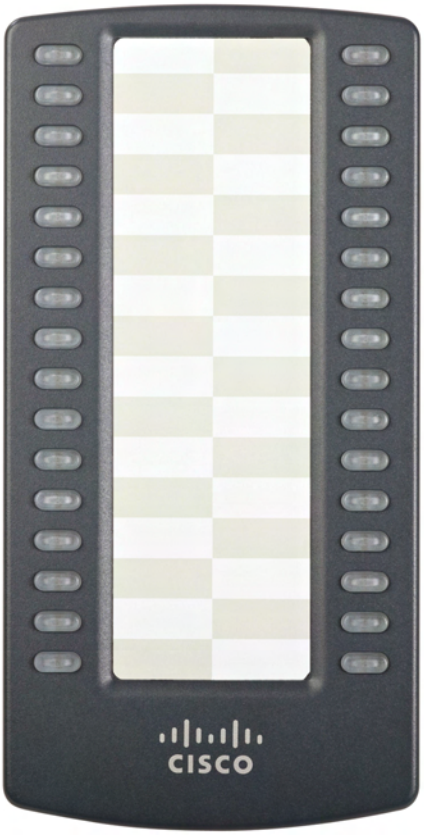


Figure 1 Cisco SPA 500S Attendant Console

The Cisco SPA 500S is a 32-button attendant console for the Cisco SPA 500 Series IP Phones, providing 32 three-color (red, green, and orange) programmable LEDs. The Cisco SPA 500S attaches to the Cisco SPA 525G/525G2 with the attachment arm provided. It obtains power directly from the Cisco SPA 525G/525G2 and does not require a separate power supply. Two Cisco SPA 500S units can be attached to a single Cisco SPA 525G/525G2 to monitor a total of 64 separate lines.

Connecting the Cisco SPA 500S Attendant Console to the Cisco SPA 525G/525G2 IP Phone

To connect the Cisco SPA 500S Attendant Console to the Cisco SPA 525G/525G2 IP phone, you need the following:

- Cisco SPA 500S Attendant Console
- Attachment Arm
- Two (2) Attachment Arm Screws
- Auxiliary Interconnect Cable
- Stand

CAUTION Power off the Cisco SPA 525G/525G2 before attaching or detaching the Cisco SPA 500S.

Connecting a Single Cisco SPA 500S

STEP 1 Turn both the Cisco SPA 525G/525G2 and Cisco SPA 500S face down.

STEP 2 Align the screw hole in the Cisco SPA 525G/525G2 with one of the holes on the attachment arm.

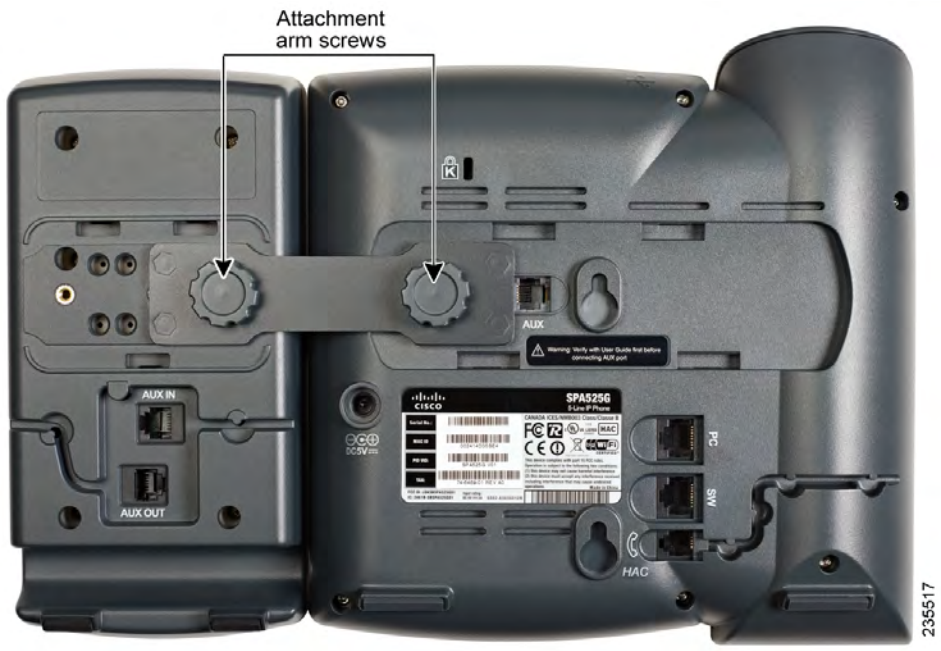
STEP 3 Insert the pegs on the attachment arm into the peg holes on the Cisco SPA 525G/525G2.

STEP 4 Using an attachment arm screw, secure the attachment arm to the Cisco SPA 525G/525G2.

STEP 5 Align the right screw hole in the Cisco SPA 500S with the unused hole on the attachment arm.

STEP 6 Insert the pegs on the attachment arm into the peg holes on the Cisco SPA 500S.

STEP 7 Using an attachment arm screw, secure the attachment arm to the Cisco SPA 500S.

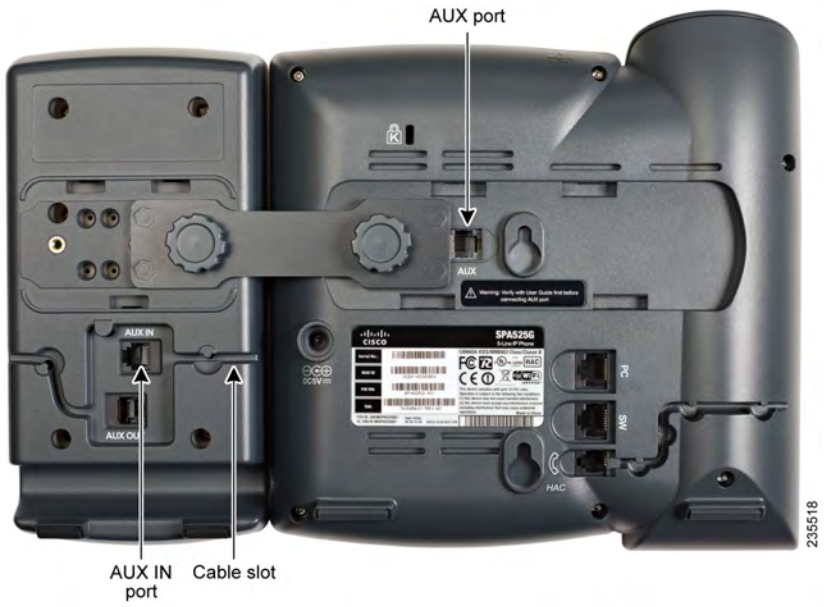


CAUTION Do not plug a telephone line cord into the AUX port. Use only the auxiliary cable provided with the Cisco SPA 500S.

STEP 8 Locate the AUX IN port on the back of the Cisco SPA 500S. Connect one end of the auxiliary cable to this port.

STEP 9 Locate the AUX port on the back of the Cisco SPA 525G/525G2. Connect the other end of the auxiliary cable to this port. The Cisco SPA 500S is powered by the auxiliary cable with the Cisco SPA 525G/525G2; no additional power source is required.

STEP 10 Route the auxiliary cable inside the cable slot of the Cisco SPA 500S.



STEP 11 Attach the appropriate desktop stand to each unit.

Connecting a Second Cisco SPA 500S

NOTE A maximum of two Cisco SPA 500S attendant consoles can be connected to a Cisco SPA 500 Series IP Phone. The instructions in this section are for connecting a second Cisco SPA 500S. If you are not attaching a second Cisco SPA 500S, skip to **"Configuring the Cisco SPA 500S" on page 82**.

STEP 1 Attach the first Cisco SPA 500S to the IP phone and connect the auxiliary cable as described in the **"Connecting the Cisco SPA 500S Attendant Console to the Cisco SPA 525G/525G2 IP Phone" section on page 76**.

STEP 2 Align the left screw hole in the first Cisco SPA 500S with one of the holes on the attachment arm.

STEP 3 Insert the pegs on the attachment arm into the peg holes on the Cisco SPA 500S.

STEP 4 Using the attachment arm screw, secure the attachment arm to the first Cisco SPA 500S.

STEP 5 Insert the pegs on the attachment arm into the peg holes on the Cisco SPA 500S.

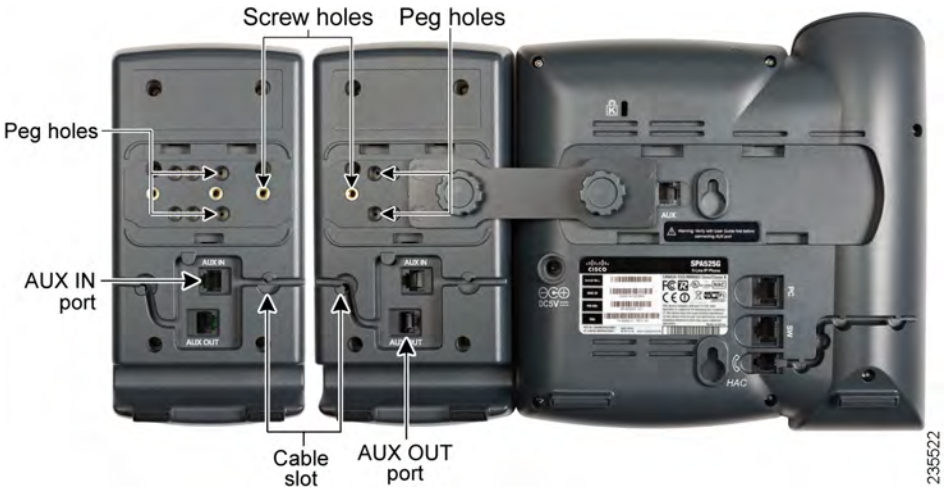
STEP 6 Using the attachment arm screw, secure the attachment arm to the second Cisco SPA 500S.

CAUTION Do not plug a telephone line cord into the AUX port. Use only the auxiliary cable provided with the Cisco SPA 500S.

STEP 7 Locate the AUX OUT port on the back of the first Cisco SPA 500S. Connect one end of the auxiliary cable to this port.

STEP 8 Locate the AUX IN port on the back of the second Cisco SPA 500S. Connect the other end of the auxiliary cable to this port.

STEP 9 Route the auxiliary cable inside the cable slot. The Cisco SPA 500S is powered by the auxiliary cable with the Cisco SPA 525G/525G2; no additional power source is required.



STEP 10 Attach the appropriate desktop stands to each unit.

Configuring the Cisco SPA 500S

The Cisco SPA 500S can be configured to easily access other phone lines in the system. For example, buttons on the Cisco SPA 500S can be configured to monitor another extension, speed dial a number, transfer calls to another extension, and more.

NOTE The options available on the Cisco SPA 500S depend on the phone system configuration. Your phone system might not provide all of the features mentioned in this document.

Configuration of the Cisco SPA 500S and assignment of the line buttons is performed by the phone administrator and is not described in this document.

Using the Cisco SPA 500S

The functions of Cisco SPA 500S buttons may differ depending on configuration. However, in general, you can:

- Monitor an extension by viewing its color. The LED color of a line button gives you information about the line being monitored:
  - Green: The line is idle.
  - Red (steady): The line is in use.
  - Red (blinking): The line is ringing.
  - Orange (steady): The line is not registered; there is a problem with phone connectivity.
  - Orange (blinking): The line is not configured properly.
  - Off: The line is not configured.
- Transfer a call by pressing the line button on the Cisco SPA 500S when an incoming call is ringing.
- Dial a configured extension by pressing the green line button on the Cisco SPA 500S.
- Pick up a call ringing at the extension by pressing the flashing red line button.

Monitoring the Cisco SPA 500S

To view the status of the Cisco SPA 500S, perform the following steps:

STEP 1 Press the **Setup** button.

STEP 2 Scroll to **Status** and press **Select**.

STEP 3 Scroll to **Peripheral Status** and press **Select**.

STEP 4 The status is shown in the “Att Cons” fields.

A

Where to Go From Here

Cisco provides a wide range of resources to help you and your customer obtain the full benefits of the Cisco SPA 525G/525G2.

Support	
Cisco Small Business Support Community	www.cisco.com/go/smallbizsupport
Cisco Small Business Support and Resources	www.cisco.com/go/smallbizhelp
Phone Support Contacts	www.cisco.com/en/US/support/tsd_cisco_small_business_support_center_contacts.html
Cisco Small Business Firmware Downloads	www.cisco.com/go/smallbizfirmware Select a link to download firmware for Cisco Small Business Products. No login is required. Downloads for all other Cisco Small Business products, including Network Storage Systems, are available in the Download area on Cisco.com at www.cisco.com/go/software (registration/login required).
Product Documentation	
IP Phone	www.cisco.com/go/spa500phones
Cisco Small Business IP Phone Accessories	www.cisco.com/en/US/products/ps10042/tsd_products_support_series_home.html
Cisco Small Business Communications Systems	www.cisco.com/go/sbcsresources
Cisco Unified Communications 500 Series	www.cisco.com/go/uc500resources

Cisco Small Business	
Cisco Partner Central for Small Business (Partner Login Required)	www.cisco.com/web/partners/sell/smb
Cisco Small Business Home	www.cisco.com/smb